



**FINANCE AND ADMINISTRATION CABINET
COMMONWEALTH OFFICE OF TECHNOLOGY**

Steven L. Beshear
Governor

101 Cold Harbor Drive
Frankfort, Kentucky 40601
Phone: 502-564-1201
Fax: 502-564-5769
<http://tech.ky.gov/>

Jonathan Miller
Secretary
Finance and Administration Cabinet

Jim Barnhart
Deputy Commissioner

AGENCY CONTACT MEMORANDUM

TO: Agency contacts
FROM: Eric Morrison, Change Management Manager
Commonwealth Office of Technology
DATE: October 10, 2008
SUBJECT: Kentucky Retirement Systems (KRS) Global Address List sync

On Friday Oct. 31, 2008 after 5:00pm, the Commonwealth Office of Technology (COT) and Kentucky Retirement Systems (KRS) will begin using Microsoft IIFP to accomplish user contact synchronizations across each of their Microsoft Exchange email systems. In the past, these synchronizations have been performed manually and have been scheduled quarterly or semi-annually due to the level of effort and complications that were associated with this process. In using the IIFP system to automate this process, the synchronization of contacts will be simplified and will occur weekly (every weekend) resulting in more effective communication between the participating agencies.

As in past "GAL syncs", the initial synchronization will require any KRS contacts in COT Exchange Distribution Lists or in personal address books to be updated with the contact's new information. Also, "replies" to previous emails (emails received before IIFP implementation) received from KRS contacts may not send and may result in an undeliverable email response. When replying to emails from KRS that were received before this sync, users must use the forward option and "lookup" the contact to allow proper delivery. This will only be required the first time the user replies and all future replies will function normally thereafter. The greatest benefit of IIFP over manual synchronization is that these complications will only occur after the first synchronization and will not be an issue in any future updates.

The Commonwealth Office of Technology appreciates your patience and understanding during this time of process transition. Any issues experienced by users of the COT Exchange Email system related to this change should be reported to the Commonwealth Service Desk by email CommonwealthServiceDesk@ky.gov or by phone (502)564-7576.